

#3

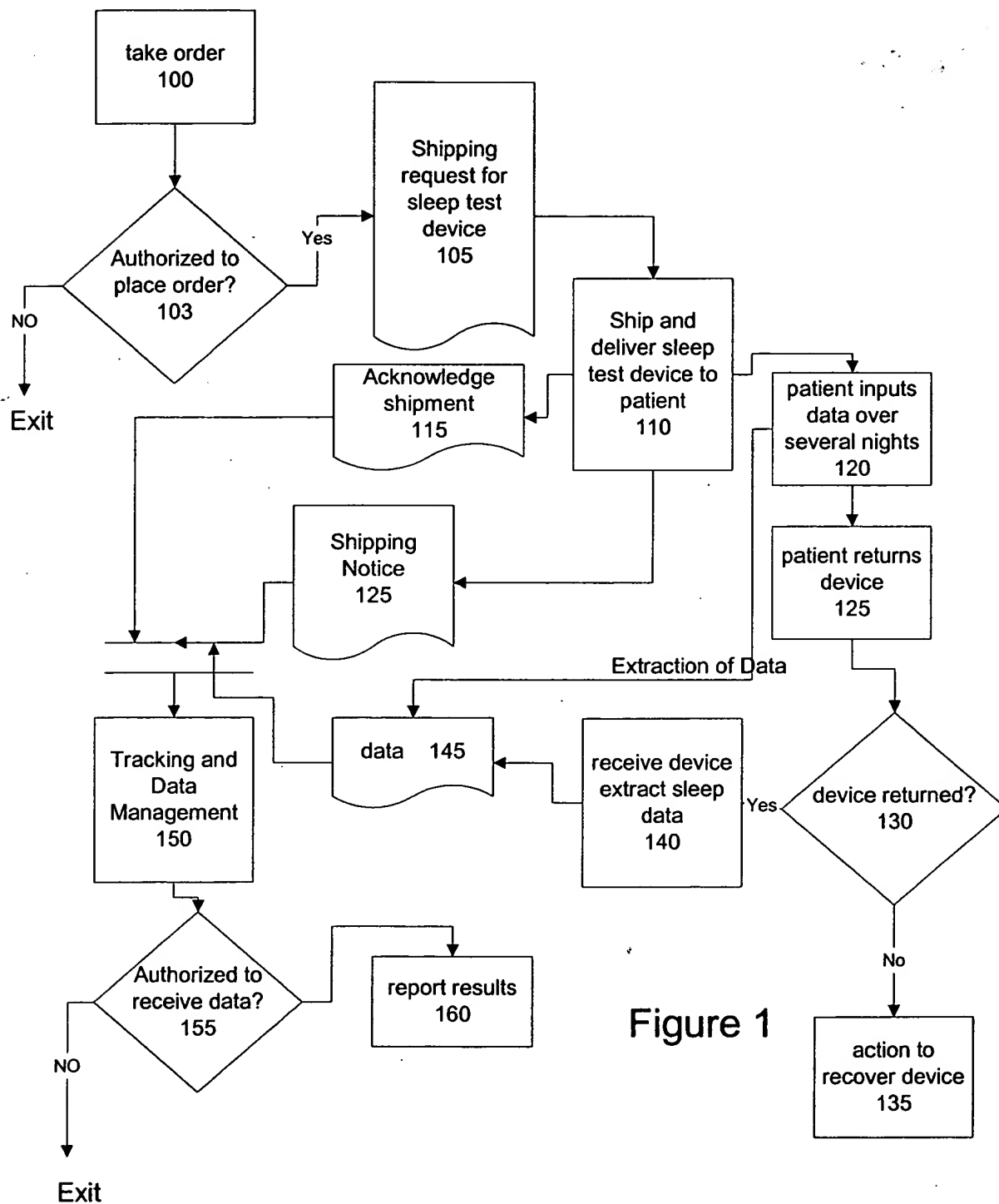
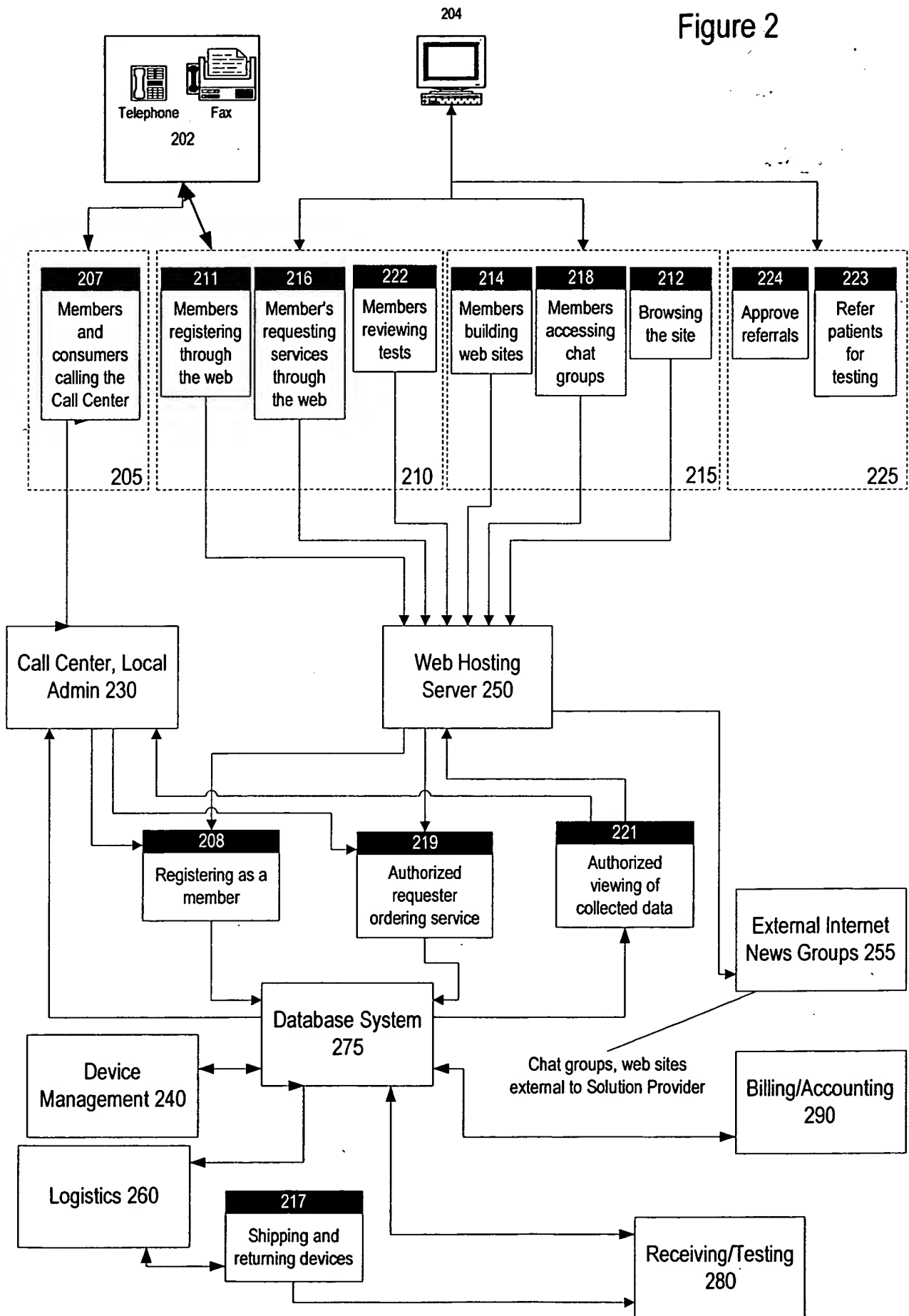


Figure 1

Figure 2



**Call Center or Web Interface**

**Figure 3A**

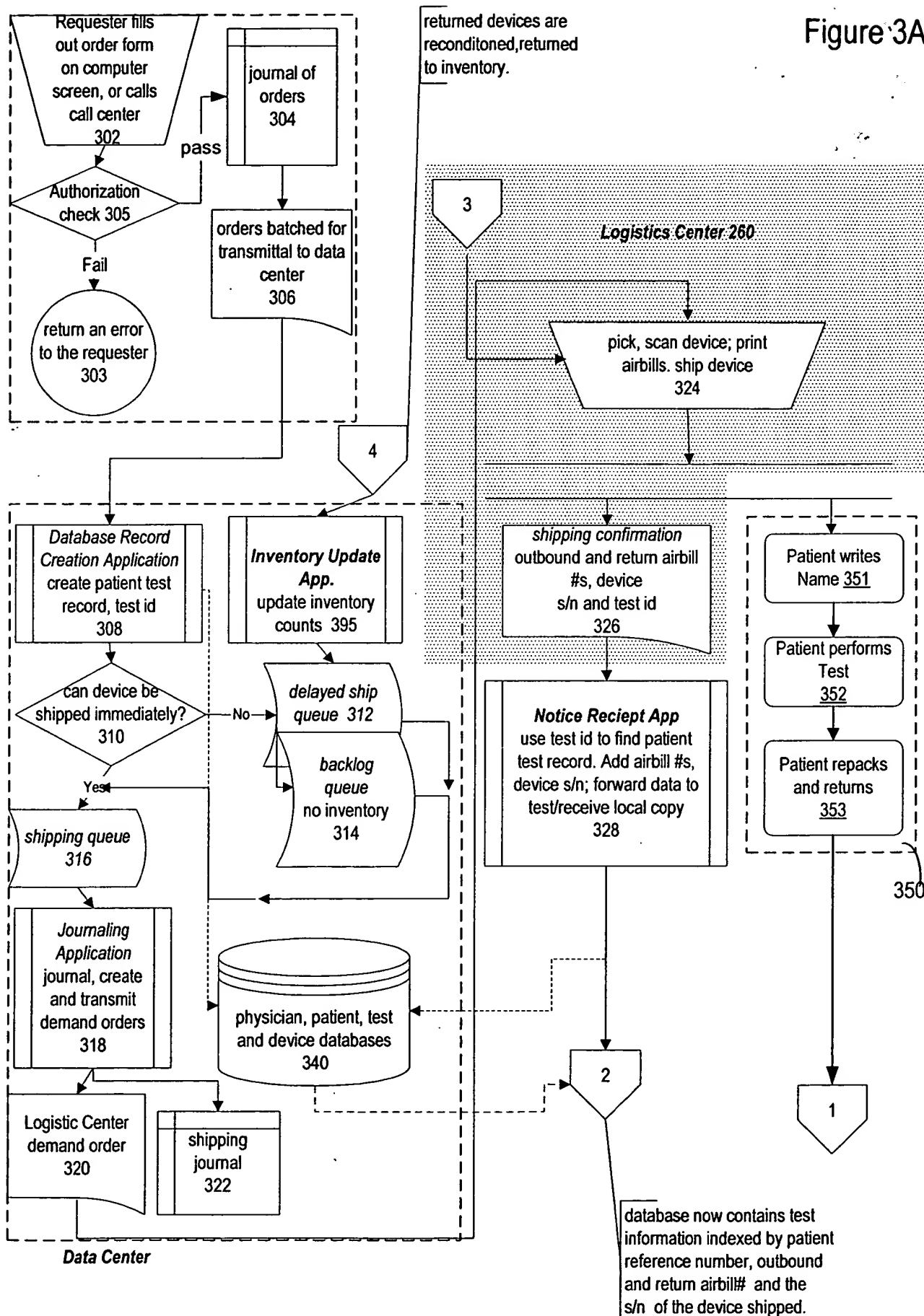
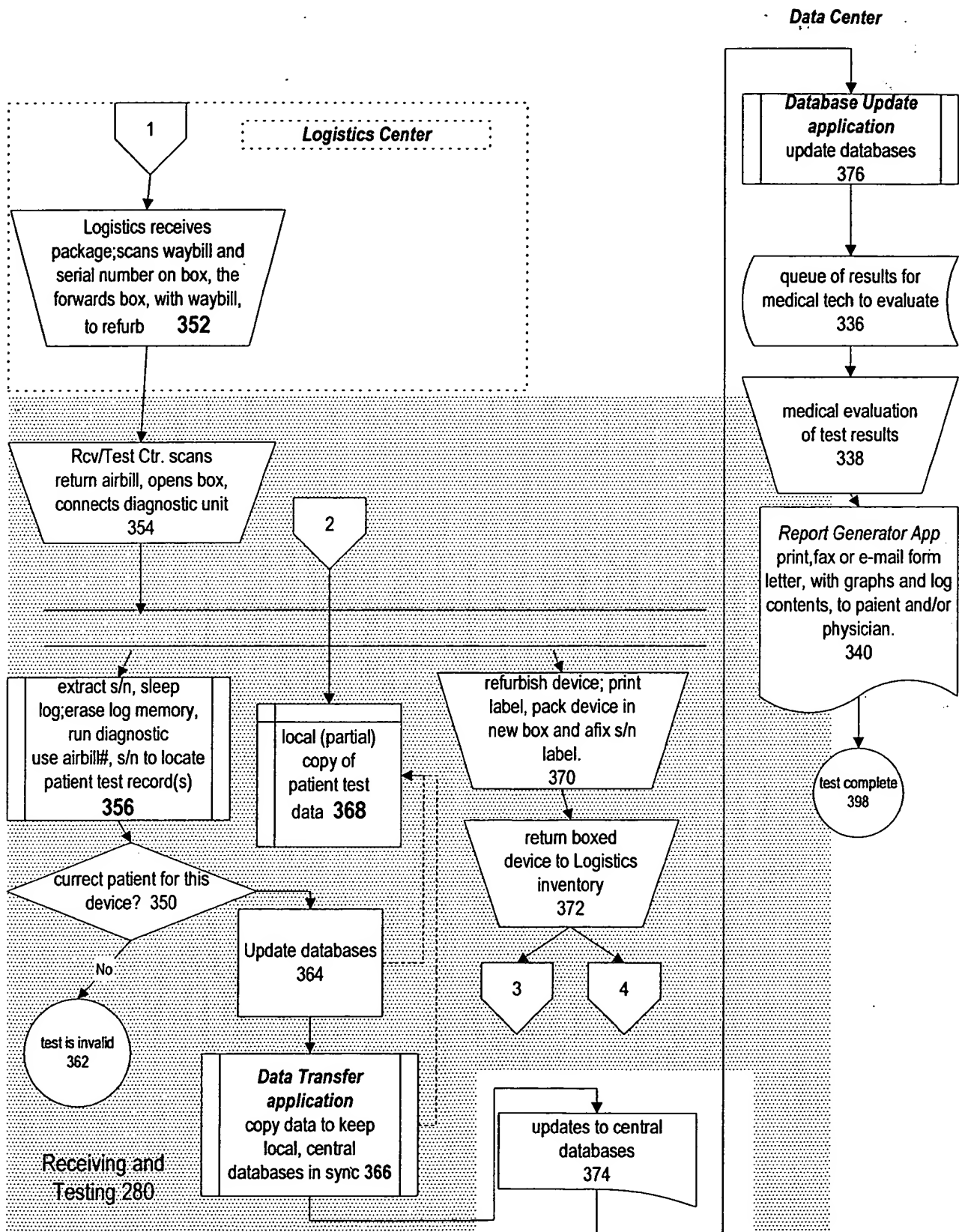


Figure 3B



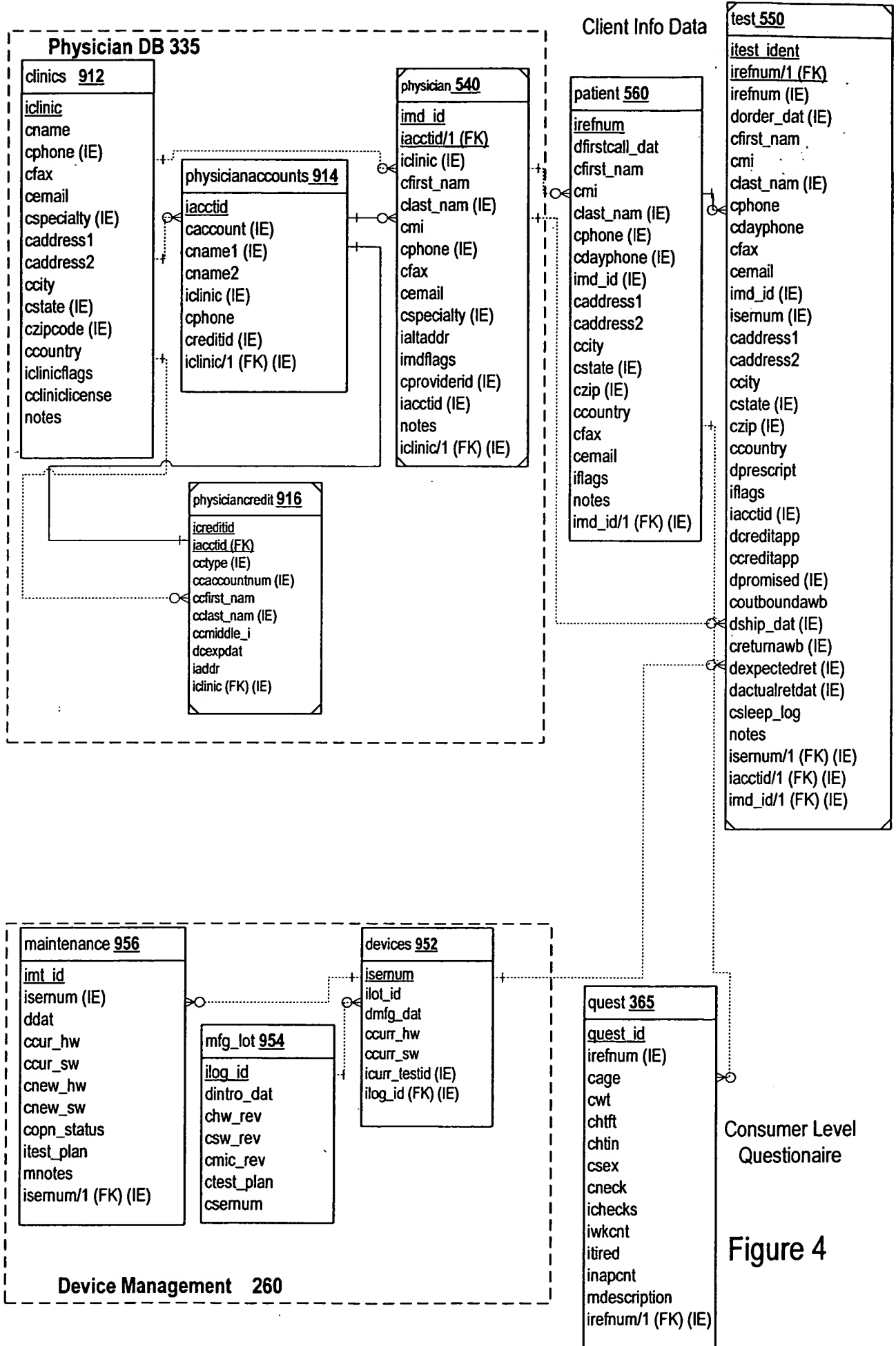


Figure 4

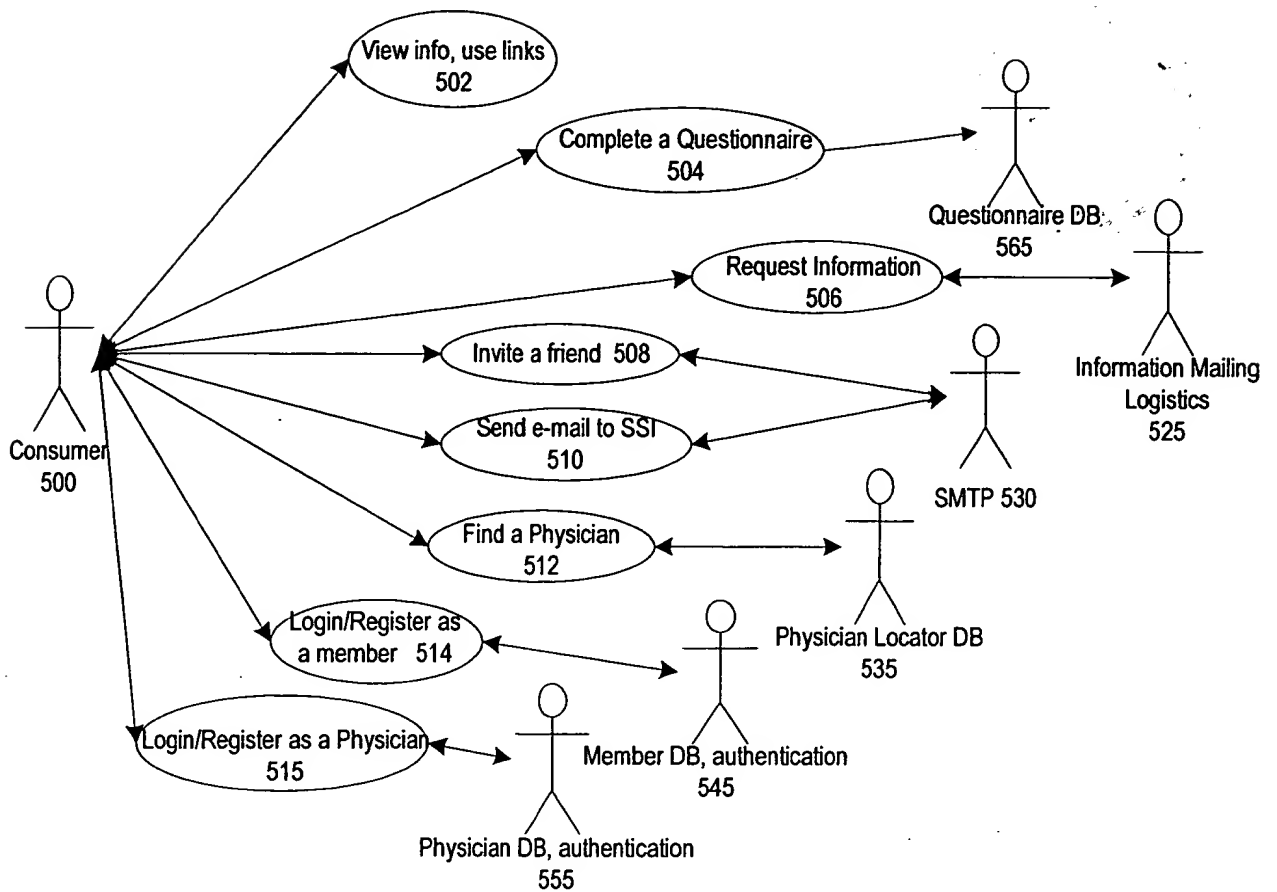


Figure 5

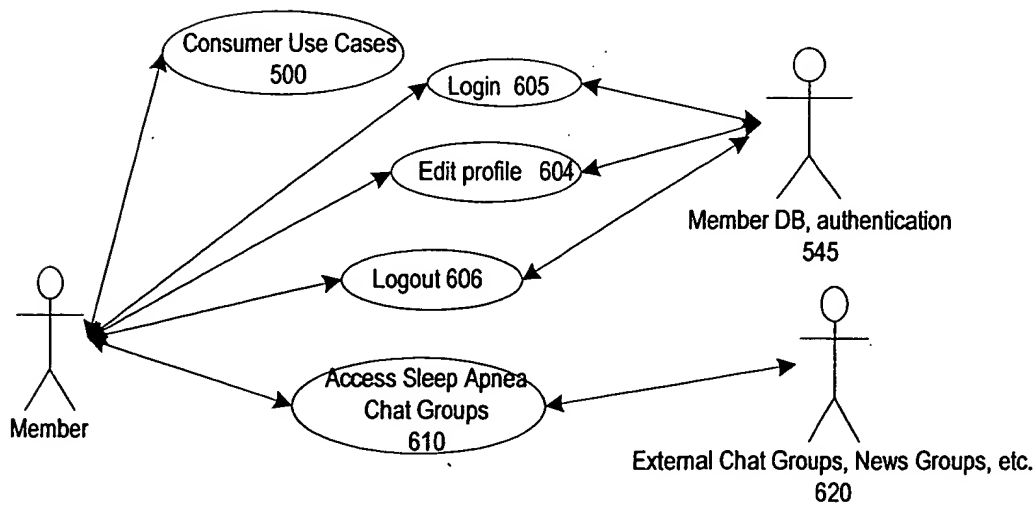


Figure 6

**Figure 8**

The diagram illustrates the interactions for a Patient Member. The Patient Member actor is connected to three use cases: 'Consumer Use Cases 500', 'Login as Member (member Use Cases) 600', and 'Query Test Order Status, 806'. The 'Login as Member' use case is connected to the 'Member DB, authentication' actor. The 'Query Test Order Status' use case is connected to the 'Test Table 830' actor. Below the diagram, the SQL query is provided:   
`SELECT * FROM TESTS WHERE  
PATIENT = thispatient AND returndate = .NULL`